

# Help Desk Support

## Job Aid

### How to contact support

You can reach out to our support team via email or phone.

Help Desk Phone: [702.285.3277](tel:702.285.3277)

Email: [helpdesk@contexture.org](mailto:helpdesk@contexture.org)

### What should be included in your request

Access Help Desk admin user portal:

<https://contexturehdu.my.site.com/ContextureHelpDesk/s/login/>

Non-Help Desk User email: [helpdesk@contexture.org](mailto:helpdesk@contexture.org)

Please provide documentation and/or screenshots of errors. The more information you provide, the faster we can assist with your request. Place PHI in the PHI section of the case.

### What to expect when contacting support

- A triage, depending on the case.
- The Help Desk will create a case and a case number will be provided for you to track your case.
- Your case will be assigned and worked on based on priority.
- Expected resolution time can range from 24 hours to five days.
- Resolution can take longer if the case is escalated for further troubleshooting or investigations.

### Examples of priority cases and response time

Critical Service Request	Critical	1 hour from receipt of request
User Deactivation	High	24 hours from receipt
Contact Sheets	Medium	2 - 5 business days from receipt
Manual Opt Outs	Low	5 - 10 business days from assignment

### What to expect if your case is escalated to another team

A Help Desk representative will escalate the case to the appropriate team. If you reply to an email regarding your case, the escalation team will receive the response.

### How to add new users to the portal

Once you have received your Help Desk login credentials, you will need to access your account and click on the correct form based on the system to which you need access.

ACCOUNT CONTACT CASE

### Welcome to the Contexture Help Desk

A place where you can easily find solutions and ask questions

To request access for new users on our Health Information Exchange platform, please download and submit the necessary forms.

- For AZ-HIE3.0 access, please download the [Portal Access Request Form](#).
- For CO-PC360 access, please download the [User Request Form](#).

For further assistance or any inquiries, please contact the [Contexture Help Desk](#) by submitting a ticket or call 844-279-7120.

### How to submit other case requests

ACCOUNT CONTACT CASE

### CREATE A CASE

CREATE A CASE FOR SOMEONE ELSE

Cases My Cases

0 items • Sorted by Case Number • Filtered by My cases • Updated a few seconds ago

Search this list...

Case Number	Contact Name	Subject	Status	Priority	Date/Time Opened	Closed
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When creating a case, make sure all mandatory fields are completed before saving the request.

ACCOUNT CONTACT CASE

### LOG A CASE

\* Required Information

\* Subject

Complete this field

\* Description

\* Issue Related To

None

Case Includes PHI

SAVE